Atlantic Cluster New Program Staff Orientation and Program Officer's Conference 2001

Member Accountability

Obstacle	Possible Indicators	Solutions	Comments/Clarification
1. Member – Low motivation.	➢ Not attending meetings. ➢ Negative about program.	➢ Set regular meetings. ➢ Recognition's.	
2. Poor site placement.	➢ Absenteeism. ➢ Call IN's. ➢ Poor performance.	➢ Find a suitable site. ➢ Let members know you are concerned and will try "to help".	
3. Proper training.	➢ Improperly, incomplete timesheets.	➢ Proper training. Hold site supervisory responsible.	
4. Geography.	➢ Late.	➢ Car-pool. ➢ Bus passes.	

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Member Development and Training

Obstacle	Possible Indicators	Solutions	Comments/Clarification
1. Member schedules.	➢ Not available at training time. ➢ Leave early.	➢ Stress in orientation. ➢ Develop calendar in advance to reflect training. ➢ Alternative dates by member trainer.	
2. Lack of funding (for trainers).	➢ No money for trainer's. ➢ You are always training.	➢ Enlist agencies, groups to volunteer sources/products. ➢ Pair up with other programs.	
3. Geography.	➢ No show. ➢ Late. ➢ Leave early. ➢ Call about transportation.	➢ Director = driver. ➢ Car-pool's. ➢ Offer public transportation alternatives. ➢ College van.	
4. Motivation interest.	➢ Bored. ➢ Evaluations. ➢ Attitude. ➢ Behavior.	➢ Get them involved. Participation!	
5. Lack of trainers.	➢ Not enough diverse programs offered.	➢ Pair up with other programs. ➢ Community members with skills to volunteer. ➢ Send to outside agencies /supplemental types of training (computers, CPR, etc.).	➢ Recognition – Make meetings, newsletters, and specific praise a priority. ➢ Reflection – Why are they doing their job?

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Recruitment and Retention

Obstacle	Possible Indicators	Solutions	Comments/Clarification
1. Late enrollees – enrolling people at different times (ongoing enrollment).	➤ Lack of team cohesion. ➤ Feedback from CNCS.	➤ Plan ahead – schedule make-up training's.	
2. Burnout.	➤ Poor attendance.	➤ Recognition ceremonies. ➤ Food. ➤ Appreciation.	
3. Wrong reasons for joining a program.	➤ Poor attitude and/or work ethic's. ➤ Poor attendance. ➤ Court ordered.	➤ Giving as much into as possible during interviews. ➤ Give Corps members a chance to talk to those being interviewed.	
4. Recruiting diverse population groups (language, disability).	➤ Inability to meet needs of people (as an organization).	➤ Utilize volunteers from the community to work with diverse pop. ➤ Provide translated materials, etc.	
5. Lack of transportation, housing, and childcare.	➤ Retention. ➤ Poor attendance.	➤ Provide as much resources as possible.	

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Member Recognition and Reflection

Obstacle	Possible Indicators	Solutions	Comments/Clarification
1. Timing of Corps member recognition. Making the time – making it a priority to recognize Corps members.	- Not feeling appreciated. - Lack of motivation. - Members leaving program. - Not built in to program design.	- Team meetings. - Recognition in a newsletter. - Building recognition in program. - Praise in front of other staff. - Specific meaningful achievements.	
2. Understanding the objective of reflection.	- Lack of interest. - Lack of journal entries. - Lack of motivation. - Low buy-in.	- Train Project Director. - Give Corps members directive reflection questions – guidance.	
3. Lack of time.	- Things getting put aside/not accomplished. - Not as much time is spent.	- Prioritize. - Set time aside on weekly/monthly basis to recognize and reflect. - Time management.	
4. Money/limited budgets.	- Repetitious events. - Members don't feel appreciated. - No money is spent on members.	- Be creative! - Prioritize money – prioritize your budget. - Ask for donations.	
5. Not know what your members want.	- Bad feedback i.e. on events. - Lack of interest.	- Communicate. - Ask for feedback. Icebreakers – make an effort to get to know them. - Ask what they want. - Sharing. - Involve members i.e. in planning.	
6. Geography.	- People can't make it. - Show up late. - No transportation.	- Vary/rotate meeting sites. - Car-pooling. - Combine service and training, activities. - Adjust meeting times.	

Member Recognition and Reflection (continued)

Obstacle	Possible Indicators	Solutions	Comments/Clarification
7. Scheduling	➢ Lateness. ➢ People don't show up.	➢ Advance notice. ➢ Notify people to arrive earlier. ➢ Plenty of warning.	
8. Communication – Open-dialogue.	➢ No one wants to share. ➢ Argument/conflict.	➢ Trust building exercises. ➢ Establish communication guidelines. ➢ Establish ground rules. ➢ Role modeling as staff. ➢ Role model good behavior.	Open dialogue promotes honesty.